**Parent / School Communication Policy**

**Rationale:**
At St Martin De Porres we believe that positive, clear and effective communication processes for dealing with issues between the school and community members assists in the building of strong relationships, dispels anxiety, and ultimately provides students with an enhanced learning environment.

**Aims:**
To provide clear, positive and fair communication processes which allows issues to be aired and resolved in a timely and effective manner.

**Principles**
St Martin de Porres is a catholic community respecting the individual person, their rights and mindful of the need to model appropriate behaviour when dealing with issues. It is incumbent upon all members of the community to ensure that they follow the procedures outlined below:

**Underlying Principles – Parents/Children**
1. Under no circumstances are parents to approach a child of another parent in regard to any issue at school
2. Parents should refrain from bringing non school issues into the school
3. Parents should refrain from engaging in practices which undermine the ethos of the school

**Underlying Principles – Communication Parent to Teacher**
1. Teachers are partners in the education process, therefore all communication between parents and teachers is to be of a professional nature
2. Parents who become aware of issues involving their child are expected to approach teachers in a calm and non-aggressive manner
3. Parents who approach staff in an aggressive manner will be subject to the consequences of the Summary Offences Act

**Implementation:**
Our school prides itself on clear, consultative and open communication. While we accept our responsibility to consult, and to communicate both clearly and effectively with the community, community members also have an obligation to read policies, notices and newsletters, to attend information briefings, and to seek clarification when required.

1. **Issues**
   There may, however, be times when members of the community have issues, disagree or are confused about the things that we are doing. It is essential that the established process as outlined below be followed to resolve issues

   **Try to establish the facts as clearly as possible – be wary of third hand information or gossip.**

2. **Issues About Your Child**
   If the matter involves your child or an issue of everyday class operation, make an appointment to see the classroom teacher, **detailing the reasons for the appointment.** (see Parent/Teacher Protocols)

3. **Issues About School Operations**
   An appointment should be made with the principal to discuss issues involving school policy, operations beyond your child’s classroom, concerns about staff, or issues and grievances that are probably not easily resolved.

**Appointments with the Principal**
Appointments with the Principal are made with the Secretary. Appointees are asked to state briefly their reason for the request to ensure that:

   I. The principal will be available
   II. The principal can devote sufficient time to the request
   III. The principal can prepare appropriate information regarding the issue/request
Complaints & Grievance Handling

Procedure

Issues with Your children/School

Operations

a. Our school has a policy of open and
cooporative communication
b. On minor issues parents are asked to
communicate with the school before
8.45am or by phone, diary, note or the
school general office
c. For extended issues regarding their
child, parents are required to make
appointments, detailing reasons for the
appointment
d. For extended issues staff are required to
keep a written record of the interview
e. For extended issues parents may
request attendance by the Student Well
Being co-ordinator/or another
appropriate person
f. Community members may be
accompanied by another person, in a
support role, at appointments to resolve
grievances if this is deemed appropriate
for the issue at hand. Contact with the
principal is necessary, prior to the
meeting to establish the appropriateness
of the support person to the issue at
hand.

N.B Where an issue involves two or
more families with the same issue regarding
their children, each family will be attended to
separately

g. All formal discussions and processes
involving issues complaints &
grievances will be documented.

Parent Teacher Communication Protocols

1. Parents are required to make
appointments to speak with teachers
regarding issues related to their child
2. Parents are required to ring the
school or speak to our School
Officers briefly outlining the reasons
for the appointment.
3. Parents may request a teacher to
contact them via phone. (Please ask
at time of phone call briefly outlining
reasons for the call)
4. Teachers are required to respond to
requests by
   i. Contacting the parent by written
      advice(note) or phone call at an
      appropriate time
5. Staff are not permitted to take direct
phone calls in relation to matters of
concern. They are,however, expected
to return messages left by parents
6. Parents demonstrating aggression
will not have issues dealt with

immediately. There will be a minimum
24 hr delay in regard to dealing with
issues.

Evaluation:
This policy will be reviewed annually